GOVERNMENT OF ANDHRA PRADESH
A B S T R A C T

MA&UD Department – CDMA – Ward Secretariat Functionaries – Identification of Key Performance Indicators to monitor the performance of respective Ward Secretariat functionaries and to assess the Monthly Performance Report of Ward Secretaries based on the Key Performance Indicators – Orders – Issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (UBS) DEPARTMENT

G.O.Rt.No.30 Dated:18.01.2023

Read the following:

1. G.O. Rt. No. 650 MA&UD (UBS) Department, Dated 03.10.2019.
2. From the Special Chief Secretary to Government, GVWV&VSWS Department, Lr. Rc. No. 576/F/GSWS/2022, Dated 15.12.2022.
3. From the Commissioner & Director of Municipal Administration, Mangalagiri, Lr. Roc. No. 22/4/2023/N-Sec, Dated 06.01.2023.
4. G.O. Rt. No.25 MA&UD (UBS) Department, Dated 13.01.2023.

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O R D E R:

In the reference 2nd read above, the GVWV&VSWS Department has stated that during the review meeting held by the Chief Secretary on 07-12-2022, it has been directed that the job charts of all Village & Ward Secretariat functionaries shall be appropriately revised and reoriented towards achievement of the Sustainable Development Goals (SDGs), Welfare and Development programmes undertaken by the Government from time to time and also it is desirable that the activities performed by the functionary should be monitored on Real Time basis by inspecting / supervisory officers who will review their activities regularly, evaluate their performance periodically. The GVWV & VSWS Department has therefore requested all the Secretariat Line Departments for development of Online application for performance monitoring of Village / Ward Secretariat Functionaries. Accordingly, the Line Departments have to take the necessary action on the following:-

1. Review, revise and incorporate the necessary activities in the Job charts of respective Functionaries in line with the programme of the Government and Sustainable Development Goals.
2. Based on the Job charts of the Functionaries, identify the Key Performance Indicators (KPIs) for respective Secretariat Functionaries that are measurable as well as quantifiable.
3. Accordingly, Prepare the Inspection Format of the Mandal / ULB level Supervisory officers to monitor the performance of respective Secretariat Functionaries.
4. Also, Prepare the Format of monthly certification on performance of Functionaries done by Mandal / ULB level supervisory officers similar to the one which is in use in Agriculture & Cooperation Department.

2. In the reference 4th read above, Government have already issued orders revising the existing Job Chart of Ward Secretariat Functionaries issued vide reference 1st read above working in Ward Secretariats in Municipalities & Municipal Corporations in the State.

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3. In the reference 3rd read above, the CDMA, Mangalagiri has proposed certain Key Performance Indicators (KPIs) for Ward Secretariat Functionaries that are measurable as well as quantifiable for monitoring their performance, based on the above proposal of the GWWV&VSWS Department duly furnishing the prescribed format for Monthly Report for carrying out the performance of Ward Secretariat Functionaries. He is also stated that AP CM MS (AP Continuous Monitoring of Municipal Services) APP comprising App/Portal is under development as per the instructions of the Government in MA&UD department vide Memo. dt.10-08-2022 for monitoring the performance of all the (6) Secretariat functionaries as a part of Consistent Rhythm under SIRA Frame work and also necessary provisions have been made for supervision from the immediate supervising officer upto the Municipal Commissioner in the APP which is being developed. The C&DMA has therefore requested the Government to issue necessary orders for the proposed KPIs to the each of all (6) Ward Secretariat functionaries.

4. Government after careful examination of the proposal of the CDMA, Mangalagiri hereby draw the following Key Performance Indicators that are measurable as well as quantifiable for monitoring the performance of each of all (6) Ward Secretariat Functionaries at Ward Secretariat Level in Municipalities & Municipal Corporations in the State and for assessment of the activities of all Ward Secretariat Functionaries at Ward Secretariat Level. The format for Monthly Report for carrying out the performance for each Ward Secretariat Functionary is herewith enclosed as Annexure to this order:-

WARD ADMINISTRATIVE SECRETARY:

Sl. No.	Functional KPIs	Formula	Data Source	Weightage (%)
1.	Reporting the attendance status of Ward Secretaries & Volunteers and Reporting of Spandana Attendance of all Secretaries	(Number of days reported / Number of working days)*100	To be provisioned in AP CM MS App	5
2.	Spandana Grievances redressed with in SLA	(Number of Grievances redressed within SLA / Number of Grievances received) * 100	RTG/Spandana App	5
3.	Service Requests (Mutation, Sub-Division, Amalgamation, New Assessment for PT/VLT, RP/GRP, Additional Alteration etc.,) with in SLA	(Number of requests resolved within SLA / Number of Requests received) *100	CDMA ERP	15

Contd...3..

4.	Collection of Property Tax (Private Properties)	(Demand Collected/ Total Demand (Including Arrears))*100	CDMA ERP	30
5.	Collection of Property Tax (State Govt/Central Govt/PSUs/ Corporations, General tax exempted properties, VLT) and Collection of Lease amounts/Rents.	(Demand Collected/ Total Demand (Including Arrears))*100	CDMA ERP	15
6.	Collection of Water Charges.	(Demand Collected/ Total Demand (Including Arrears))*100	CDMA ERP	20
7.	Self-Attendance & Spandana	(Number of days present/Number of working days)*100	GSWS Dept/ APCFSS	5
8.	Maintenance of Registers & Records	Physical verification of Registers & Records	To be Provisioned in AP CM MS app	5

WARD AMENITIES SECRETARY:

Sl. No.	Functional KPIs	Formula	Data Source	Weightage (%)
1.	Residual Chlorine and H2S Tests	(Number of Tests conducted/ Number of Tests to be conducted) * 100	To be Provisioned in AP CM MS app	10
2.	Identification of Potholes / Pipeline Leakage	(Number rectified / Number identified) *100	CDMA – AP CM MS App.	20
3.	Spandana Grievance Redressal (Drinking Water Supply, Burning of street lights, Sewage Manholes, blockage of lines and other issues)	(Number of Grievances Redressed within SLA / Number of Grievances Received) * 100	RTG/Spandana App	20

Contd...4..

4.	Issue of Tap connections (Residential/ Non-Residential) & Sewage connections	(Number of Requests resolved within SLA / Number of requests received)*100	CDMA ERP	15
5.	Preparation of Estimates	Number of Estimates prepared (Capital + O&M) / Number of Estimates to be prepared * 100	AP CM MS App (to be provided)	10
6.	Grounding of Houses by Beneficiaries, Geotagging houses & Geotagging Vacant Lands and Beneficiary registration - Pradhan Mantri Awas Yojana (PMAY-MIS)	Number of data updated in Housing Dept. apps / Number of houses under construction through schemes)*100	Housing Dept.	10
7.	Maintenance of Street Lights	(Number of Street Lights glowing/ Total Number of Street Lights)*100	Housing Dept	10
8.	Self-Attendance & Spandana	(Days Present & Attendance marked/Total Working Days)*100	GSWS Dept.	5

WARD SANITATION & ENVIRONMENT SECRETARY:

Sl. No.	Functional KPIs	Formula	Data Source	Weightage (%)
1.	Workers Attendance marked	(Number of PH workers present/ Number of PH workers allotted)*100	CDMA – AP CM MS App.	10
2.	Door to Door Garbage Collection	(Number of Residential & Non-Residential premises (households) from which garbage is collected / Number of Residential & Non-Residential premises (households) in the Ward Secretariat area)*100	AP CM MS App	10

Contd...5..

3.	Collection of Segregated Waste	(Number of Residential & Non-Residential premises (households) from which segregated waste is collected / Number of Residential & Non-Residential premises (households) in the Ward Secretariat area)*100	AP CM MS App	10
4.	Enforcing 100% ban on Usage of Plastic Carry Bags (<120 microns) and Enforcing 100% ban on usage of Single Use Plastic items	(Number of raids conducted / Number of Commercial establishments (Including Mixed Assessments)) *100 Penalty levied & Quantity of Plastic Carry Bags Seized.	CDMA ERP (NR + Including Mixed Assessments) + To be provisioned in AP CM MS App	15
5.	Spandana Grievance Redressal (Sanitation, Public place hygiene & Public and Community toilets) and Cleaning of Minor Drains	(Number of complaints redressed within SLA /Number of complaints received)*100	RTG/Spandana App	15
6.	Vector Control – Hygiene Issues	(Number of Complaints Resolved within SLA / Received)*100	RTG/Spandana App	10
7.	User Fee collection Clean Andhra Pradesh (CLAP)	(User Fee Collected/ User Fee Demand)*100	CLAP App	25
8.	Self-Attendance & Spandana	(Number of days present/Number of working days)*100	GSWS Dept/ APCFSS	5

WARD WELFARE & DEVELOPMENT SECRETARY:

Sl. No.	Functional KPIs	Formula	Data Source	Weightage (%)
1.	Beneficiary Outreach Program	(Number of Beneficiaries registered / Number of Beneficiaries identified)*100	GSWS Dept	20

Contd...6..

2.	Beneficiary documentation of loans for various Schemes - digital acknowledgement	Number of beneficiaries for whom document upload is done/ Number of identified beneficiaries)*100	GSWS Dept – COP App	15
3.	Facilitation of Bank Loan under Housing Programme	(Number of Bank Loans Provided/Number of Eligible Beneficiaries)*100	Housing/Tidco	15
4.	Registration for Schemes (New Pension application, YSR Aasara scheme, YSR Bima claims & Jagannana Thodu, Sunna Vaddi etc.,)	(Number of beneficiaries benefitted/ Number of eligible beneficiaries registered)*100	AP Seva Portal; MEPMA Data Base; YSR Bima Portal/ App	15
5.	Spandana Grievances related to non-coverage of eligible persons	Number of Grievances redressed with in SLA/ Number of Scheme Grievances lodged)*100	RTG/Spandana App	10
6.	Disbursement of Social Security Pensions	(Number of pensions disbursed on day itself / Total Number of pensions)*100	GSWS Dept	15
7.	Street Vendors/ Jagananna Thodu	(Number of loans sanctioned/Numb er of Eligible Street Vendors Identified)*100	GSWS Dept	5
8.	Self-Attendance & Spandana	(Days Present & Attendance marked/Total Working Days)*100	GSWS Dept	5

Contd...7..

WARD PLANNING & REGULATION SECRETARY:

Sl. No	Functional KPIs	Formula	Data Source	Weightage (%)
1	Conduct Inspections, verification of building applications	(Number of inspections performed Within SLA/ Number of all buildings/Layouts approved online)*100	DTCP - DPMS App	20
2	Issuance of Occupancy Certificate	(Number of occupancy verified/ Number of occupancy given)*100	DTCP - DPMS App	10
3	Spandana Grievance Redressal	(Number of Grievances Redressed within SLA / Number of Grievances Received) * 100	RTG/Spandana App	10
4	Unauthorised Constructions / Layouts removal	(Number of constructions / layouts removed / Number of unauthorized constructions / layouts identified)* 100	DTCP-UCIMS`	20
5	Debris removal	(Number of Debris points removed / Number of Debris points identified) *100	DTCP-UCIMS	15
6	Enforcement and Removal of unauthorized hoardings, Banners, Flexes and Posters	(Number of removed / Number of identified) *100	DTCP-UCIMS	10
7	Encroachments removal	(Number of Encroachments removed / Number of Encroachments identified) *100	DTCP-UCIMS	10

Contd...8..

8	Self-Attendance & Spandana	(Days Present & Attendance marked/Total Working Days)*100	GSWS Dept	5

WARD EDUCATION & DATA PROCESSING SECRETARY:

Sl. No.	Functional KPIs	Formula	Data Source	Weightage (%)
1.	Enrolment of Dropouts	(Number of Students re-admitted/ Number of Drop outs identified)*100	Education/ GSWS Dept	5
2.	Inspection of Municipal/ Govt. Schools, Residential Schools/ Welfare Hostels	(Number of schools and hostels inspected/Total Number of schools and hostels in the Ward Secretariat)*100	Education/ GSWS Dept	10
3.	Spandana Grievance Redressal	(Number of Grievances Redressed within SLA / Number of Grievances Received) * 100	RTG/Spandana App	10
4.	Amma Vodi, Fee reimbursement and other schemes	(Number of beneficiaries registered/ Number of eligible beneficiaries)*100	Education/ GSWS Dept	15
5.	Service Request Data Entry	(Number of service requests registered /Number of walk in citizens + Number of request taken from volunteers)*100	GSWS Dept	20
6.	Service Charges	(Amount of Service Charges Remitted to Treasury/Total amount of Service Charges Collected)*100	GSWS Dept	10

Contd...9..

7.	All Receipts from MAUD, Revenue, Energy, etc., towards Property Tax, Water Charges, Building Permission Fee, Electricity Bills, etc.,	(Amount Remitted to Treasury/Total Amount Collected)*100	GSWS Dept	20
8.	Self-Attendance & Spandana	(Days Present & Attendance marked/Total Working Days)*100	GSWS Dept	10

5. The concerned Mandal / ULB level Supervisory Officers as mentioned in G.O.Rt.No.25 MA&UD (UBS) Department, Dated 13.01.2023 under each of Ward Secretary Functionaries shall submit the Monthly Certification Report on Performance of Ward Secretariat Functionaries pertaining to MA&UD Department to their respective Municipal Commissioners.

6. The Commissioner & Director of Municipal Administration, Mangalagiri shall take necessary action in the matter accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

Y.SRILAKSHMI
SPECIAL CHIEF SECRETARY TO GOVERNMENT

To
The Commissioner and Director of Municipal Administration, Mangalagiri.
All the Head of the Departments of MA & UD Department concerned through CDMA.
All the District Collectors in the State through CDMA.
All the Commissioners of Municipalities/Municipal Corporations in the State through CDMA.

Copy to:
The GVWV&VSWS Department, AP Secretariat.
The OSD to Hon'ble M(MA)
The OSD to Chief Secretary to Government
The P.S. to Special Chief Secretary to Government, MA & UD Department.
Sf/Sc

//FORWARDED BY ORDER//

RESEARCH OFFICER

ANNEXURE TO G.O. RT. NO.30, MA & UD (UBS) DEPARTMENT, DATED:18.01.2023

GOVERNMENT OF ANDHRA PRADESH
MUNICIPAL ADMINISTRATION DEPARTMENT

MONTHLY REPORT ON THE PERFORMANCE OF **WARD ADMINISTRATIVE SECRETARY** BASING ON THE KEY PERFORMANCE INDICATORS FOR THE MONTH OF _____ 2023.

Ward Secretariat Name:

Ward Secretariat Code:

ULB Name:

District Name:

Population of the Ward Secretariat:

S. No.	Functional KPIs	Weightage	Supervisory Officer Score	Remarks
1	Reporting the attendance status of Ward Secretaries & Volunteers and Reporting of Spandana Attendance of all Secretaries	5		
2	Spandana Grievances redressed with in SLA	5		
3	Service Requests (Mutation, Sub-Division, Amalgamation, New Assessment for PT/VLT, RP/GRP, Additional Alteration etc.,) with in SLA	15		
4	Collection of Property Tax (Private Properties)	30		
5	Collection of Property Tax (State Govt/Central Govt/ PSUs/ Corporations, General tax exempted properties, VLT) and Collection of Lease amounts/Rents.	15		
6	Collection of Water Charges.	20		
7	Maintenance of Registers & Records	5		
8	Self-Attendance& Spandana	5		

Countersign /Certifying Authority

ANNEXURE TO G.O. RT. NO.30, MA & UD (UBS) DEPARTMENT, DATED:18.01.2023

GOVERNMENT OF ANDHRA PRADESH
MUNICIPAL ADMINISTRATION DEPARTMENT

MONTHLY REPORT ON THE PERFORMANCE OF **WARD AMENITIES SECRETARY** BASING ON THE KEY PERFORMANCE INDICATORS FOR THE MONTH OF _____ 2023.

Ward Secretariat Name:

Ward Secretariat Code:

ULB Name:

District Name:

Population of the Ward Secretariat:

S. No.	Functional KPIs	Weightage	Supervisory Officer Score	Remarks
1	Residual Chlorine and H2S Tests	10		
2	Identification of Potholes / Pipeline Leakage	20		
3	Spandana Grievance Redressal (Drinking Water Supply, Burning of street lights, Sewage Manholes, blockage of lines and other issues)	20		
4	Issue of Tap connections(Residential/ Non-Residential) & Sewage connections	15		
5	Preparation of Estimates	10		
6	Grounding of Houses by Beneficiaries, Geotagging houses & Geotagging Vacant Lands and Beneficiary registration - Pradhan Mantri Awas Yojana (PMAY-MIS)	10		
7	Maintenance of Street Lights	10		
8	Self-Attendance & Spandana	5		

Countersign /Certifying Authority

ANNEXURE TO G.O. RT. NO.30, MA & UD (UBS) DEPARTMENT, DATED:18.01.2023

GOVERNMENT OF ANDHRA PRADESH
MUNICIPAL ADMINISTRATION DEPARTMENT

MONTHLY REPORT ON THE PERFORMANCE OF **WARD SANITATION AND ENVIRONMENT SECRETARY** BASING ON THE KEY PERFORMANCE INDICATORS FOR THE MONTH OF _____ 2023.

Ward Secretariat Name:

Ward Secretariat Code:

ULB Name:

District Name:

Population of the Ward Secretariat:

S. No.	Functional KPIs	Weightage	Supervisory Officer Score	Remarks
1	Workers Attendance marked	10		
2	Door to Door Garbage Collection	10		
3	Collection of Segregated Waste	10		
4	Enforcing 100% ban on Usage of Plastic Carry Bags (<120 microns) and Enforcing 100% ban on usage of Single Use Plastic items	15		
5	Spandana Grievance Redressal (Sanitation, Public place hygiene & Public and Community toilets) and Cleaning of Minor Drains	15		
6	Vector Control – Hygiene Issues	10		
7	User Fee collection Clean Andhra Pradesh (CLAP)	25		
8	Self-Attendance& Spandana	5		

Countersign /Certifying Authority

ANNEXURE TO G.O. RT. NO.30, MA & UD (UBS) DEPARTMENT, DATED:18.01.2023

GOVERNMENT OF ANDHRA PRADESH
MUNICIPAL ADMINISTRATION DEPARTMENT

MONTHLY REPORT ON THE PERFORMANCE OF **WARD WELFARE AND DEVELOPMENT SECRETARY** BASING ON THE KEY PERFORMANCE INDICATORS FOR THE MONTH OF _____ 2023.

Ward Secretariat Name:

Ward Secretariat Code:

ULB Name:

District Name:

Population of the Ward Secretariat:

S. No.	Functional KPIs	Weightage	Supervisory Officer Score	Remarks
1	Beneficiary Outreach Program	20		
2	Beneficiary documentation of loans for various Schemes - digital acknowledgement	15		
3	Facilitation of Bank Loan under Housing Programme	15		
4	Registration for Schemes (New Pension application, YSR Aasara scheme, YSR Bima claims &JagannanaThodu, Sunna Vaddi etc.,)	15		
5	Spandana Grievances related to non-coverage of eligible persons	10		
6	Disbursement of Social Security Pensions	15		
7	Street Vendors/ JaganannaThodu	5		
8	Self-Attendance & Spandana	5		

Countersign /Certifying Authority

ANNEXURE TO G.O. RT. NO.30, MA & UD (UBS) DEPARTMENT, DATED:18.01.2023

GOVERNMENT OF ANDHRA PRADESH
MUNICIPAL ADMINISTRATION DEPARTMENT

MONTHLY REPORT ON THE PERFORMANCE OF **WARD PLANNING AND REGULATION SECRETARY** BASING ON THE KEY PERFORMANCE INDICATORS FOR THE MONTH OF _____ 2023.

Ward Secretariat Name:

Ward Secretariat Code:

ULB Name:

District Name:

Population of the Ward Secretariat:

S. No.	Functional KPIs	Weightage	Supervisory Officer Score	Remarks
1	Conduct Inspections, verification of building applications	20		
2	Issuance of Occupancy Certificate	10		
3	Spandana Grievance Redressal	10		
4	Unauthorised Constructions / Layouts removal	20		
5	Debris removal	15		
6	Enforcement and Removal of unauthorized hoardings, Banners, Flexes and Posters	10		
7	Encroachments removal	10		
8	Self-Attendance& Spandana	5		

Countersign /Certifying Authority

ANNEXURE TO G.O. RT. NO.30, MA & UD (UBS) DEPARTMENT, DATED:18.01.2023

GOVERNMENT OF ANDHRA PRADESH
MUNICIPAL ADMINISTRATION DEPARTMENT

MONTHLY REPORT ON THE PERFORMANCE OF **WARD EDUCATION AND DATA PROCESSING SECRETARY** BASING ON THE KEY PERFORMANCE INDICATORS FOR THE MONTH OF _____ 2023.

Ward Secretariat Name:

Ward Secretariat Code:

ULB Name:

District Name:

Population of the Ward Secretariat:

S. No.	Functional KPIs	Weightage	Supervisory Officer Score	Remarks
1	Enrolment of Dropouts	5		
2	Inspection of Municipal/ Govt. Schools, Residential Schools/ Welfare Hostels	10		
3	Spandana Grievance Redressal	10		
4	Amma Vodi, Fee reimbursement and other schemes	15		
5	Service Request Data Entry	20		
6	Service Charges	10		
7	All Receipts from MAUD, Revenue, Energy, etc., towards Property Tax, Water Charges, Building Permission Fee, Electricity Bills, etc.,	20		
8	Self-Attendance& Spandana	10		

Countersign /Certifying Authority